REPORT FROM THE DEAN

Z. Smith Reynolds Library: Leading Change

My world is changing. The world of libraries, information, and technology, that is. Perhaps yours is too. Certainly, the information world of Wake Forest students, faculty and staff is changing on a daily basis. What used to be reliably familiar in print, is now found on a changing array of digital devices: laptops, tablets, Nooks, Kindles, and smart phones. The one constant in all this change is that there is still someone to help. Someone who can find a book or article or fact or photographic image – no matter what format. That person is a librarian!

Similarly, the world of higher education is changing rapidly. In an industry that used to be known for its glacial pace of change, new developments are coming rapidly: edX, Coursera and other kinds of MOOCs (massive, open, online courses). Universities are under increasing pressure and accountability from both internal and external constituencies. In this time of constant change, nothing is more important than information that is both quick and high in quality.

As evidenced by the 2011 Excellence in Academic Libraries award, the Z Smith Reynolds Library is well-positioned to lead change – in our library at Wake Forest, in the University, and in the library field itself. Utilization of the library and its services is growing, teaching faculty are increasingly partnering with library faculty in their classes and in their scholarship, and students report that ZSR is their best friend by helping them to succeed. Here are ways that ZSR is leading change:

In the Library:
· Enriching the user experience through an intense focus on user needs
· Embracing digital content, while cherishing primary source materials
· Innovating with new teaching and learning technologies

In the University:
· Exploring eLearning methodologies in the Wake Forest way
· Acclimating international students to the Wake Forest culture
· Creating new knowledge through partnerships with faculty

In the Profession:
· Flipping the mission to user-centered success as a model to all libraries
· Fostering innovation and entrepreneurship
· Maximizing emerging technologies for higher service models

Libraries have never been more relevant or more needed than in these times of change.

Onward.

Lynn Sutton
Dean, Z. Smith Reynolds Library
Dean Sutton joined in exam week stress-relief fun by sending this message in response to student Atrium decorations.

Information Literacy Course Online:

The popular elective credit-bearing course, *LIB100: Accessing Information in the 21st Century*, is designed to help students capably conduct college-level research. Students regularly communicate the value of the course and often state that they think it should be required for everyone. Student demand for the course exceeds available seats every year, which leads the library to consider how to expand its availability. Therefore, in fall 2011, ZSR offered an online version of the class – one of the first online courses for WFU undergraduates. The Head of Instruction at ZSR, Lauren Pressley, developed the pilot to introduce online learning to the College and to illustrate a specific instance of a high-quality, Wake Forest-style class in an online environment. The course provided a framework for the discussions of online learning that have occurred across campus over the past year.

Engaging with Students:

ZSR Library utilizes a variety of ways to reach out and connect with students. The goal is to show current and future students that ZSR faculty and staff are approachable and can help them flourish at WFU. A multi-pronged approach includes programming for current WFU students and additionally, local middle and high school students.

- In programs such as LENS, a three-week pre-college summer program that tackles the global challenge of sustainability, librarians collaborate with Wake Forest professors.

- An academic library can be intimidating, so ZSR reaches out to new WFU students recreationally, by sponsoring early semester social events like Capture the Flag and Humans vs. Zombies, which was a new addition in fall 2011 — and an instant hit.

- The library collaborated with Residence Life & Housing to place a reference librarian in student residence halls on Sunday afternoons late in the semester. These sessions reached students just when they most needed assistance on their research papers.
New and Revitalized Spaces:

- **Auditorium**: At the start of the 2011 academic year, a new 118-seat library auditorium was unveiled on the fourth floor of the Reynolds Wing. Featuring high-quality audio and video equipment, the space is highly sought after by many WFU community constituents. Faculty reserve the auditorium for events like lectures and symposia for classes to view documentary films in a theater-like setting. Student groups use it to host speakers and show films. Administrative units use it for internal meetings and as a space to host departmental events. It is also the locale for the popular Library Lecture Series throughout the year and the Senior Showcase in the spring. The auditorium comes equipped with a DVD and Blu-ray player, which take optimal advantage of the high-definition projector and surround sound speakers. Standard classroom controls include a touch panel for projection from a laptop or other auxiliary equipment. The well-appointed surroundings and built-in features make it the optimal choice for a smaller sized, but fully functional, auditorium.

- **Media Center**: Next door to the auditorium, a new space was created to facilitate browsing the collection of popular, educational and documentary films. This new room addresses longstanding user requests to browse the collection. The DVDs are arranged alphabetically by title within seven genres: feature, foreign, documentary, instruction, television, children and performing arts. The room also features six viewing stations equipped to show VHS tapes, Blu-rays and DVDs. Since the room opened last fall, the circulation of DVDs has increased by 10%.

- **Video Conferencing Classroom**: The original electronic classroom in ZSR, Room 204, underwent a transformation in 2011. In addition to a much-needed renovation of seating, lighting, wiring and equipment, the room now features a complete video conferencing system using Cisco TelePresence technology. Additional capabilities include two projectors and screens that can display from separate input sources including the instructor’s laptop, cable TV, DVD player, HD document reader and a SMART™ Technologies Sympodium. The room seats 35, or 18 for active video-conferencing.

- **Library Classroom 476**: This room is the primary location for most LIB100 classes and individual library instruction sessions. It has been long overdue for a facelift and received one late in the fiscal year. New carpet complements the newly outfitted furniture that is mobile, reconfigurable and comfortable. The room is now wired for optimal technology use.
BUILDING TOWARD THE FUTURE

Five-Year Building Plan: ZSR is the most heavily used academic building on campus, but it is beginning to show its age, with most of its original infrastructure and some furnishings from the original 1950s construction. Concurrently, systemic disruptive changes in the academic information landscape are significantly reshaping how patrons want to use the physical space that is ZSR Library. To address these issues, ZSR Library proposes to make radical changes to the existing building. A new Five-Year Building Plan systematically lays out how to rethink, refresh and renovate the building at the intellectual center of the University. The Wake Forest Facilities Department also plans to address infrastructure needs for the building. The library is seeking to identify funding, from both University and Capital Campaign sources, to address both long-deferred maintenance and functional renovations for the future. The plan is available at http://zsr.wfu.edu/about/strategic-priorities/five-year-building-plan/.

EDUCATING THE WHOLE PERSON

DeacsRead: In 2012, ZSR Library collaborated with the Alumni Office to create DeacsRead, an online book club where Wake Foresters come together to talk about a different book selection each month. ZSR librarians generate discussions and post questions for the participants. Alumni and the larger Wake Forest community may join the conversation by posting on the DeacsRead blog, tweeting on Twitter, and commenting on Facebook. Find DeacsRead at http://bookclub.alumni.wfu.edu.

Wilson Wing 20th Anniversary: Fall 2011 marked the 20th anniversary of the Wilson Wing, named after beloved Provost Emeritus Edwin G. Wilson. ZSR celebrated this anniversary with a week of commemorative activities in October, including four panelists who reminisced about the former library and how the addition of the Wilson Wing in 1991 changed the face of ZSR forever.

Bible Exhibit: To mark the 400th anniversary of the King James Bible, Special Collections curated an exhibit of 30 historic Bibles from its extensive collections. The exhibit, entitled “God’s Sacred Word Amongst Us,” featured a 1611 first edition folio King James Bible, some of the first Bibles printed in North America, and examples of artistic and technological innovation inspired by the Bible’s publication and representative of milestones in book design. In addition, Special Collections and the School of Divinity co-sponsored a travelling exhibit of historic Bibles. Collector Michael Morgan has assembled one of the most comprehensive private collections of English Bibles, New Testaments and Psalters in the United States, and he discussed his efforts during an event held in the Rare Books Reading Room.

In my opinion, ZSR is a highlight of Wake Forest’s campus. Even though I come with the purpose of doing work, I love coming to the library. ZSR is one of my favorite spaces on campus and I am so grateful to all those who make it a comfortable place to study and gather. – WFU Student

The DeacsRead Alumni online book club is led by ZSR librarians.

Michael Morgan lectures about the historic Bibles from his personal collection.

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**Strategic Planning:**

The previous strategic plan for ZSR was implemented in 2007, in conjunction with the overall strategic plan for Wake Forest University. By 2011, all viable components of the library plan had been accomplished. The successful fulfillment of this ambitious plan was affirmed when ZSR won the ACRL Excellence in Academic Libraries award for 2011. The 2011-2012 academic year brought change to Wake Forest, as Provost Jill Tiefenthaler left and the University searched for her successor. Rather than mark time waiting for a new Provost, ZSR proactively decided to continue moving forward. As the University prepares to embark on a new Capital Campaign, the library must continue to position itself to lead the transformational changes reshaping modern higher education. The effort began by identifying new strategic priorities at a library-wide retreat in January 2012. Together, ZSR Library faculty and staff identified five meaningful "Big Ideas" that form the framework around the priorities for the next two years.

- Shift from Print to Digital Information
- Digitization of Unique Materials
- Enhanced Tools for Discovery of Information Resources
- Maximizing People Resources
- Outreach

These priorities will be in addition to the Five-Year Plan for space renovation. A suggestion to create a ZSR Library Values Statement emerged in discussions. Small groups of volunteers developed each idea. Each working group constructed a report that formed the basis for the stated priorities (http://zsr.wfu.edu/about/strategic-priorities/) and Values Statement (http://zsr.wfu.edu/about/library-values/).

**Fundraising:**

The University has designated the ZSR Library as a priority for the upcoming Capital Campaign. To prepare for the campaign, ZSR Library leadership, in partnership with University Advancement, established a framework for library fundraising operations. Dean Sutton and Director of Development for the Library and Special Projects Angela Glover worked hard to increase contributions to the Wake Forest Fund for ZSR Library by 34% over FY 2011. They also laid the groundwork for major donor cultivation.
Jacqui Carrasco performs during her lecture on “Mixing Electronic Sounds with a Romantic Violin: The Pioneering Work of Mario Davidovsky.”

The library has always been a great resource. The help and customer service is remarkable. I love the Lecture Series! - WFU Staff

2011 - 2012 LIBRARY LECTURE SERIES

- Katy Harriger. *The Impact of 9/11 on American Politics*
- Gillian Overing. *Beowulf: A Poem for Our Time*
- Charles Getchell, Elen Knott, Larry Robbs and Harold Tedford. *ZSR Then and Now: The Evolution of a Building*
- Shannon Gilreath. *Don't Ask, Don't Tell, Don't Publish: Reflections on the Repeal of Don't Ask, Don't Tell*
- Film screening: *The Emperor’s Club*
- Jarrod Whitaker. *Yoga: Its Modern Invention and its Contested Use throughout Indian History*
- Allison Slaby. Gallery talk: *Modern Masters from the Smithsonian American Art Museum*
- Film screening: *Pray the Devil Back to Hell*
- Fannézha Ford. *Keeping the Dream Alive*
- Shannon Gilreath. *The End of Straight Supremacy*
- Neal Walls and WFU students. *Communities of Faith: Wake Forest’s Interfaith Pilgrimage to the Holy Land*
- Gregory Parks. *Alpha Phi Alpha: A Legacy of Greatness, the Demands of Transcendence*
- Paul Escott. History and Myth: *Why We Misunderstand the Civil War Era*
- Beth Hopkins. *African American Women in the 20th Century and the Road to and from Brown v. Board of Education*
- Jenny Puckett. Writing about Tribble: *The Irony and the Ecstasy*
- Steve Jarrett. *Double Jeopardy: Nightmare Cinema and the Doppelgänger*
- Jacqui Carrasco. *Mixing Electronic Sounds with a Romantic Violin: The Pioneering Work of Mario Davidovsky*
- Film screening: *Student Works in Progress at the Documentary Film Program*
- Nathan Atkinson, Lucas Johnston and Dick Schneider. *Earth Day 2012: Hydraulic Fracturing (Fracking) Panel Discussion*

SENIOR SHOWCASE: HONORS THeses & PROJECTS

Div. I - Erin Cassidy, Religion
*John Calvin on Christian Responsibility for the Common Good*

Div. III - Perry Ransbottom, Theatre
Scenic Design for *Emilie: La Marquise du Chatelet Defends Her Life Tonight*

Div. IV - Dain Finke, Anthropology
*Understanding Caste and Self: A Dalit Caste’s Navigation of Caste Boundaries and Identity Formation in Nepal*

Div. V - Timothy Brady, Health & Exercise Science
*The Effect of Breathing Frequency on Baroreceptor Sensitivity*
LIBRARY FACULTY PROMOTIONS

Molly Keener, Assistant Librarian to Associate Librarian
Steve Kelley, Associate Librarian to Librarian
Rosalind Tedford, Associate Librarian to Librarian
Hu Womack, Assistant Librarian to Associate Librarian

LIBRARY EMPLOYEE RECOGNITION AWARDS

Anna Dulin Milholland, Access Services: Outstanding Employee of the Year
Linda Early, Resource Services: Dedicated Deacon of the Year
Mary Beth Lock, Access Services: Helping Hand Award
Ellen Makaravage, Access Services: Unsung Heroine Award
Rebecca Baker, Access Services: Student Employee of the Year

AWARDS

Scott Adair. 2011 Exempt Staff Employee of the Year, Wake Forest University.


Lauren Pressley. Distinguished Alumni Early Career Award, University of North Carolina at Greensboro, School of Education.

PRESENTATIONS


Dean Lynn Sutton (center) with ZSR Employee Recognition Award Winners: Linda Early, Anna Dulin Milholland, Ellen Makaravage, Mary Beth Lock

Scott Adair, 2011 Wake Forest Exempt Employee of the Year

The library staff is the most professional and helpful staff I’ve ever encountered. Thank you for all you do! –WFU Faculty


Gilbertson, Kevin, Pressley, Lauren, & Gambill, Joy. (2012, May). Unexpected insights from our Summon usability study. NC-LiTe, Appalachian State University, Boone, NC.


Keener, Molly. (2012, May). Scholarly communication: From understanding to engagement. ACRL Scholarly Communication Road Show, Colorado State University-Pueblo, Pueblo, CO.


Milholland, Anna Dulin, & Makaravage, Ellen. (2012, March). Preserving and sharing: Bridging the gap between ILL and special collections. ILLiad International Conference, Virginia Beach, VA.


Pressley, Lauren. (2011, August). *QR codes, location based services, and augmented reality for libraries.* LYRASIS Ideas and Insights Series, Elon University, Elon, NC.


Pressley, Lauren. (2011, November). *Change and opportunities for today’s academic libraries.* Academic Library Association of Ohio, Toledo, OH.

Pressley, Lauren. (2012, February). *E-learning initiatives to enhance information and digital literacy.* Lillysouth Conference on College and University Teaching, Greensboro, NC.


Smith, Susan. (2011, November). *Digital Forsyth: A partnership- budgeting in a collaborative grant.* From Theory to Practice: Accessing and Preserving Electronic Records and Digital Materials, State Historical Records Advisory Board and NC Department of Cultural Resources State Archives, Raleigh, NC.


Smith, Susan, Tedford, Rosalind, Jeong, Sarah, & Womack, Hubert. (2012, January). *Embedded librarians: A variety of models to meet the needs of students.* NC-LITe, Wake Forest University, Winston-Salem, NC.


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Transcript of research session with an online patron: Librarian: "So we’ll just put these search terms in and see what we get..." (clicks enter) Patron: (looks at results) "...I think you have just changed my life!"

- Chat Session

*The Study Box* provides a cozy Atrium study space during final exams.

Associate Dean Wanda Brown (third from left) with the Information & Library Science Department at the Free International University of Moldova.
**Sutton, Lynn.** (2012, January). *A look into the future.* Georgia Independent School Librarians Winter Meeting, Atlanta, GA.

**Sutton, Lynn.** (2012, February). *The future is now! How academic libraries can survive in uncertain times.* Clemson University Libraries, Clemson, SC.


**PUBLICATIONS**


**Jeong, Sarah, & Womack, Hubert.** (2011). *Connecting@ZSR: Meeting the research needs of international graduate students.* In P.A. Jackson & P. Sullivan (Eds.), *International students and academic libraries: Initiatives for success* (pp. 185-199). Chicago: Association of College and Research Libraries.


I love going to the library because I am ALWAYS treated with respect when I am there. The librarians and library staff are wonderful and really look out for the well-being of each and every student.

—WFU Student

OFFICES HELD IN PROFESSIONAL ASSOCIATIONS


Corbett, Lauren. Association for Library Collections and Technical Services, Acquisitions Section, Past Chair. CLOCKSS, Board of Advisors.


Fansler, Craig. Society of North Carolina Archivists, Board Member.


Petersen, Rebecca. Society of North Carolina Archivists, Archives Week Committee, Chair.

Pressley, Lauren. American Library Association, Councilor. Horizon Project, Board of Advisors. Library and Information Technology Association, Board of Directors.

Scanlon, Mary. Business Librarians in North Carolina, Vice Chair.


# Service Highlights

<table>
<thead>
<tr>
<th>Service</th>
<th>FY2011</th>
<th>FY2012</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Instruction</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Presentations to Groups</td>
<td>746</td>
<td>872</td>
</tr>
<tr>
<td>Number of Participants</td>
<td>7,032</td>
<td>8,040</td>
</tr>
<tr>
<td><strong>Reference Transactions</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>In Person</td>
<td>4,595</td>
<td>4,961</td>
</tr>
<tr>
<td>Virtual</td>
<td>969</td>
<td>1,054</td>
</tr>
<tr>
<td>Total</td>
<td>5,564</td>
<td>6,015</td>
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<tr>
<td><strong>Interlibrary Loan</strong></td>
<td></td>
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<tr>
<td>Loaned to Other Libraries</td>
<td>8,736</td>
<td>9,453</td>
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<tr>
<td>Borrowed for WFU Users</td>
<td>7,460</td>
<td>7,601</td>
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<td><strong>Circulation</strong></td>
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<tr>
<td>Total</td>
<td>219,238</td>
<td>176,139</td>
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<tr>
<td><strong>Attendance</strong></td>
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<tr>
<td>Daily Average</td>
<td>3,015</td>
<td>3,084</td>
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<tr>
<td><strong>Website</strong></td>
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<tr>
<td>Daily Unique Visits</td>
<td>3,491</td>
<td>3,653</td>
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## Resource Highlights

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<th>Resource</th>
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<th>FY2012</th>
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<tbody>
<tr>
<td><strong>Collections</strong></td>
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</tr>
<tr>
<td>Print Volumes Held</td>
<td>1,398,364</td>
<td>1,413,241</td>
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<td>Monographs Purchased</td>
<td>14,726</td>
<td>15,316</td>
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<td>E-books Held</td>
<td>445,782</td>
<td>448,211</td>
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<tr>
<td>Additional Access to E-books</td>
<td>45,994</td>
<td>86,132</td>
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<tr>
<td>Serials Received (Print)</td>
<td>3,303</td>
<td>2,604</td>
</tr>
<tr>
<td>Access to Electronic Serials</td>
<td>41,783</td>
<td>51,186</td>
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<tr>
<td>Films/Videos/DVDs Held</td>
<td>20,710</td>
<td>22,156</td>
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<tr>
<td>Microfilm Units</td>
<td>696,788</td>
<td>695,490</td>
</tr>
<tr>
<td><strong>Expenditures</strong></td>
<td></td>
<td></td>
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<tr>
<td>Monographs</td>
<td>$596,136</td>
<td>$620,875</td>
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<td>Serials</td>
<td>$3,081,489</td>
<td>$3,181,640</td>
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<tr>
<td>Other</td>
<td>$87,173</td>
<td>$111,444</td>
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<tr>
<td>Total Materials</td>
<td>$3,764,799</td>
<td>$3,913,958</td>
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<tr>
<td><strong>Personnel</strong></td>
<td></td>
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<tr>
<td>Salary and Wages</td>
<td>$2,899,124</td>
<td>$2,836,738</td>
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<td>Benefits</td>
<td>$721,048</td>
<td>$705,446</td>
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<td>Total Personnel</td>
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<td>$3,542,184</td>
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<td><strong>Total Library Expenditures</strong></td>
<td>$8,342,668</td>
<td>$8,319,374</td>
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Ms. Gretchen Stratmann Wright
Mr. Preston Wright
Ms. Virginia Ruth Yowell
Mr. Lawrence Thomas Zehfuss, Jr.
Mr. Antony D. Zwerdling
The Z. Smith Reynolds Library is defined by its:

**Friendliness and Caring**

We value being friendly and strive to be the embodiment of approachability for the Wake Forest community. We value and care about our colleagues in the library and about each individual at Wake Forest University.

**Collaborative Spirit**

We value collegiality and working together as a team. Our collaborations within the library, the larger Wake Forest community and the field of librarianship help us reach higher levels of service, innovation and impact on the campus and the profession.

**Welcoming and Inclusive Place**

We value the library as a place where everyone is welcome. We provide places where students, faculty and staff can gather and meet across disciplines. We provide spaces for the WFU community to host events and programs that engage and enrich the intellectual and cultural lives of the community.

The Z. Smith Reynolds Library values:

**A Mission Focused on Success**

We value progress and achievement in the Wake Forest community, and pledge to do all that we can to help our students, faculty and staff succeed. We celebrate success as a way to recognize quality work and to showcase and demonstrate the highest levels to which we all aspire.

**Unparalleled Service**

We value our community and seek to continually improve upon our role as information experts. We value partnerships with faculty and staff across campus to enhance the University’s effectiveness. We continually strive to innovate and build new models of service to best meet the needs of our users.

The Z. Smith Reynolds Library aspires to live by these guiding principles:

**Diversity and Inclusion**

We value and appreciate differences: of opinion, perspective, culture, race, socioeconomic status, color, sex, national origin, religion, age, sexual orientation, gender expression and physical ability.

**Innovation and Creativity**

We value a culture of innovation and pledge to build a creative environment that allows us to explore new ideas, learn from failure and continually re-envision what libraries can be.

**Love of Learning**

We are intellectually curious and expect to continue to learn, grow and develop throughout our lives. We do this by reading, through engagement in professional development, by learning from each other and through access to cultural activities. We seek to instill the appreciation for lifelong learning in all of our library users.